



NASA Kennedy Space Center Food Service  
Programs  
Denise Flanigan

# Food Service Concession Agreements Kennedy Space Center

- Lackmann Culinary Services  
Employee Cafeterias
- Delaware North Services  
Visitor Complex



# Lackmann Locations and Customer Counts

- Cafeteria Location & Daily Customer Counts
  - HQ – 1630
  - CIF - 450
  - SSPF - 1725
  - MFF - 3120
  - ARF - 465
  - Logistics 420
  - O&C 685
  - Mobile Truck 415



# Delaware North Locations

*Orbit Café*

*Mila's Restaurant*

*Moon Rock Café*

*Milky Way*

- *Customer counts vary by season*



# Role of NASA Food Service Officer

- COTR (Contracting Officer's Technical Representative for the Lackmann Concession Agreement
- TR (Technical Representative) to the Contract Manager for the Delaware North Concession Agreement



# Roles and Responsibilities

- Surveillance in all food service units for Concession Agreement Compliance
- Measure customer satisfaction to target further development and improvements
- Develop and implement criteria for new food service units or the modification of existing food service units
- Maintain a monthly surveillance report



# Roles and Responsibilities

- Maintain liaison with NASA Chief of Operations and Comprehensive Health Services Inspectors to ensure compliance with KNPR 1870.1, Local, State and Federal Food Service Codes
- Research options and purchase new food service equipment when necessary
- Provide follow up to safety and sanitation inspections to ensure corrective action
- Provide input to Performance Fee Evaluation





# Headquarters Cafeteria





# Refrigerated Cold Pans with Air Flow System





# O&C Cafeteria Salad Bar with Refrigerated Air Flow System



# Goals

- Improve Product Quality
- Continual Improvement of HACCP Program
- Consistency of Product
- Continued Reduction in Food Code Violations
- Improved Customer Satisfaction

